

TO: HON. J. FREDERICK MOTZ
FROM: JOHN OST
RE: MICROSOFT

VIA FAX 410-962-2698

333 Pearl St. Apt. 27K
New York, N. Y. 10038
August 2, 2001

Microsoft Corporation
1 Microsoft Way
Redmond Washington 98052

ref: Microsoft Fax

Dear Sirs:

In 1996, I purchased a Compaq computer which came with Windows 95. It included a feature (Microsoft Fax) which allowed one to both send and receive faxes over the telephone.

Last year, I purchased another Compaq computer, with Windows 98 Second Edition included. It does not have the "Microsoft Fax" feature.

Although both computers were advertised as having Microsoft software, it is not the same software that one gets by purchasing the software separately. (I do not for example have an actual "95" or "98" CD disc, but merely a "a quick restore" CD.) Thus I cannot install the fax program from the "95" software CD onto my new computer which runs "98".

I think that Microsoft should make this fax software available to us at no charge as a courtesy, since we thought we were getting the same benefits with both computer purchases. My wife wants to file a complaint with the Federal Trade Commission, but I thought I would write to you first, since Microsoft generally has a high level of commitment to its customers.

Thanks for your attention and help.

Sincerely,

John Ost
John Ost

Judge Motz,

This letter, which Microsoft did not answer, exemplifies the kind of disregard that this company has for the consuming public and how easily it misrepresents the facts. I hope you will consider this information when deciding this case.

Sincerely,
John Ost